

# **Assistant Food & Retail Manager**

**Location: Cape May, NJ**

**Salary: \$53,742 to \$63,226 (Grade K)**  
**(Commensurate with experience and skills)**

**Opening Date: May 14, 2019**

**Closing Date: May 27, 2019**

## **I. POSITION SUMMARY**

The Assistant Food and Retail Manager – oversees the development, planning, operation, and administration of all Food and Retail activities at the Cape May Lewes Ferry Terminal (which includes On the Rocks Bar & Grill) in Cape May, NJ or Lewes, DE in compliance with applicable local, state and federal regulations. This position is the primary contact for the day to day operations and maintenance of either the Cape May Terminal or the Lewes Terminal operations. This position is considered essential and is subject to call 24 hours a day as may be necessary to maintain continuous operation of the Authority facility.

## **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Assists in managing budget for Food and Retail Terminal Operations (which includes On the Rocks Bar & Grill)
- Manages staff and systems associated with all food and retail terminal operations
- Maintain the highest consistent standards of DRBA
- Maintain the highest Customer Service Standards at all times
- Ensure all employees adhere to DRBA policies and standards
- Investigate and resolve complaints concerning food quality and service
- Enforce sanitary practices for food handling, general cleanliness and maintenance of dining areas
- Manages and develops terminal food, retail and beverage staff
- Participates in the development of marketing and branding strategy
- Provides support at Authority sponsored events
- Develops and conducts relevant, site-specific training programs for staff
- Develops and implements site-specific contingency plans
- Controls inventory and ordering activities
- Report maintenance issues to the Terminal Manager
- Provides effective leadership for day to day operations
- Performs all tasks and duties assigned by the Terminal Manager
- Provide the highest level of customer service and professionalism to all internal and external customers

## **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Strong knowledge of all local, state and federal laws, regulations, and certification requirements applying to food
- Knowledge of management principles and practices relating to food operations, safety, and maintenance

- Knowledge of financial practices related to food, retail and beverage management
- Demonstrate ability to train and manage food, retail and beverage staff
- Lead and motivate food, retail and beverage staff
- Identify, develop, and implement strategic and tactical plans and solutions
- Possess effective oral and written communication skill
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

#### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- Associate's degree in Hospitality or culinary food-related discipline or appropriate equivalent experience
- Three (3) years of experience in a related field
- One (1) year of experience in related supervisory role

#### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- Valid driver's license
- Food Protection certification (able to obtain within 6 months)
- Ability to obtain Transportation Worker Identification Card (TWIC) (able to obtain within 6 months)
- Alcohol Awareness certification (able to obtain within 30 days)

#### **VI. WORK CONDITIONS**

- This position will spend 95% of the time standing
- Direct contact with customers, managers and employees
- Behaves professionally and can be flexible in changing environment
- Must be able to carry loads greater than 35 pounds and able to transport 70 pounds regularly

#### **VII. ADDITIONAL REQUIREMENTS**

- Subject to a background investigation and pre-employment physical including drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required
- Must be available to work flexible hours and adapt to variable workloads and tempos

**If you are interested in applying for this position please complete the on-line application at [www.drba.net](http://www.drba.net). In addition, please attach a resume to the completed application.**

